

To: Manzanilla, Enrique[Manzanilla.Enrique@epa.gov]; Edlund, Carl[Edlund.Carl@epa.gov]; Hestmark, Martin[Hestmark.Martin@epa.gov]
Cc: Grantham, Nancy[Grantham.Nancy@epa.gov]; Gray, David[gray.david@epa.gov]; Tenley, Clancy[Tenley.Clancy@epa.gov]; Meer, Daniel[Meer.Daniel@epa.gov]; Minor, Dustin[Minor.Dustin@epa.gov]; Cheatham, Reggie[cheatham.reggie@epa.gov]; Calanog, Steve[Calanog.Steve@epa.gov]
From: Hanson, Brooke
Sent: Tue 8/25/2015 11:36:54 PM
Subject: RE: public hotline for Gold King Mine release incident
GKM Call Script (4).docx

Yes. This single hotline covers both information on the claims process and general questions about the Gold King Mine release. I have attached the script that the contractor is currently using.

From: Manzanilla, Enrique
Sent: Tuesday, August 25, 2015 7:31 PM
To: Hanson, Brooke; Edlund, Carl; Hestmark, Martin
Cc: Grantham, Nancy; Gray, David; Tenley, Clancy; Meer, Daniel; Minor, Dustin; Cheatham, Reggie; Calanog, Steve
Subject: RE: public hotline for Gold King Mine release incident

Please excuse my confusion, Brooke.

Remind me about the breadth of this public hotline. Will be the hotline for claims information also? There's been so much back and forth on hotlines that I've lost the thread so to speak. Can you share the script with us? Perhaps it has already been shared and I missed it.

Thank you for your patience.

From: Hanson, Brooke
Sent: Tuesday, August 25, 2015 4:04 PM
To: Edlund, Carl; Manzanilla, Enrique; Hestmark, Martin
Cc: Grantham, Nancy; Gray, David
Subject: public hotline for Gold King Mine release incident

Carl, Enrique, Martin,

I am coordinating EPA's public hotline for the Gold King Mine release incident in Durango. SRA, a contractor managed out of HQ, is now answering/responding to as many calls as possible using a script developed by Area Command and approved through headquarters. However, we need a contact in R6, R8, and R9 who can follow-up, as appropriate, on public calls from the respective regions where SRA is unable to respond. The hotline is scheduled to be available to the public for the next two years, although we do not anticipate a large call volume.

Can you please send me a contact from each of your regions who can respond to the outstanding calls? I can provide access to the SharePoint call log that R6 set up, so everyone can check the log, respond as needed, and close out the requests in the log. To facilitate this, I will ask SRA to highlight calls needing regional follow-up as we move forward.

Many thanks,

Brooke

Brooke Hanson

Communications Director

Office of the Chief Financial Officer

U.S. Environmental Protection Agency

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